

IC Memorandum 16-04



To: KEHP Insurance Coordinators (ICs)
From: Department of Employee Insurance (DEI)
Re: Completed LivingWell Promise
Date: March 10, 2016

Please review the attached spreadsheet to see how many of your employees have fulfilled the LivingWell Promise. Search by your agency number.

Please encourage your employees who elected one of the LivingWell Plans to fulfill their LivingWell Promise by completing the Health Assessment (HA) or having a Vitality Check by May 1, 2016.

As of March 1, 2016, over 50,000 KEHP members completed their LivingWell Promise.

Talking points when communicating with your employees:

- The HumanaVitality log in is **NOT** the KHRIS User ID. If they do not know their HumanaVitality log in credentials or have their HumanaVitality ID card, they can call HumanaVitality customer service at 855-478-1623.
- If employees completed the HA or Vitality Check any time during 2015, they must complete it again during the period of Jan. 1 to May 1, 2016 to fulfill their current plan year LivingWell Promise.
- Employees can verify completion of the promise by logging into the HumanaVitality website and reviewing their dashboard.

At this time, there is **NOT** an option for ICs to retrieve aggregate data from KHRIS.

In mid-April, we will send each agency a list of employees who have not fulfilled their promise. At that point the number of members who still need to complete the LivingWell Promise should be manageable and we would appreciate your assistance in reaching out directly to your employees.

You can also help engage your employees and make it convenient for them to fulfill their LW Promise by hosting a worksite Vitality Check day (refer to [LivingWell Promise Toolkit](#) for easy steps to do this).

